

***Enfield Police Department
Everbridge Notification Policy***

Policy: It is the policy of the Enfield Police Department to make timely notification to the town's residents when a critical incident occurs within the town and when such an incident has the potential to affect the health and welfare of the citizens. Additionally, the Enfield Police Department may utilize this notification system to alert residents of "significant traffic incidents" when they are having a major impact on the commuting public.

Purpose: The purpose of this policy is to establish guidelines for the use of a mass notification system for notifying the public of public safety emergency situations.

Procedure: The on-scene Incident Commander will ultimately decide if the Everbridge Notification system will be utilized.

Definitions

1. Mass Notification System: A system capable of broadcasting messages to large numbers of people through multiple means including telephone, electronic mail, facsimile, and text paging.
2. Emergency condition: A situation in which the health and welfare of a person is at risk or is likely to be affected.

General

1. The Police Department will be responsible for the distribution of each public safety message in question and shall provide a clear point of contact for additional information regarding that particular message and will be responsible for all citizen complaints or follow up.
2. The mass notification system is generally to be used when the public is being asked to take some action that affects the safety or health of our residents.
3. Messages distributed through the mass notification system must be clear, concise and actionable.

EMERGENCIES

The State of Connecticut will provide the Enfield Police Department with an answering Point (PSAP) with a master phone number database. The database of telephone numbers is for emergency use only and shall not be available for non-emergency notifications.

1. The police department will be responsible for the operation of the emergency mass notification system for public safety issues.
 - a. When an emergency condition exists, police supervisors shall notify the Chief of Police or his designee of the activation of the town's mass notification system. Recommendation to activate the mass notification system will occur when in the judgment of incident commanders the use of the system will be effective in reducing the risk of injury to residents.

Determination of Notification Group

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A mass notification can be sent to all town residents or to a select group of residents based on specific criteria such as address, location within a hazard radius, or other proximity to a hazard.

The supervisor responsible for disseminating a particular message must take into account the seriousness of the situation, the location of the incident and ensure that the notification is sent to the appropriate group. In an emergency situation, mass notifications should be sent to the smallest notification group in order to reduce unnecessary anxiety or panic among residents.

Privacy Policy

It is the policy of the Enfield Police Department to preserve and protect the integrity and the privacy of personnel data that is collected for use with the Town's mass notification system. Such data includes personal contact information including work phone numbers, pager numbers, cellular telephone numbers and e-mail addresses.

No personal data will be disseminated from the master telephone table received from the State of Connecticut for use with the police department's emergency mass notification system. It is understood that the notification data received from the State of Connecticut contains proprietary information that is designated "for emergency use only" and that such data contains otherwise unpublished and unlisted telephone numbers that are not to be disseminated.

Amended: October 2, 2013

END